

Making Sense of Rocket Science—NASA's Knowledge Management Program

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The National Aeronautics and Space Administration (NASA) has launched a range of KM activities—from deploying intelligent “know-bots” across millions of electronic sources to ensuring tacit knowledge is transferred across generations. The strategy and implementation focuses on managing NASA’s wealth of explicit knowledge, enabling remote collaboration for international teams, and enhancing capture of the key knowledge of the workforce. An in-depth view of the work being done at the Jet Propulsion Laboratory (**JPL**) shows the integration of academic studies and practical applications to architect, develop, and deploy KM systems in the areas of document management, electronic archives, information lifecycles, authoring environments, enterprise information portals, search engines, experts directories, collaborative tools, and in-process decision capture. These systems, together, comprise JPL’s architecture to capture, organize, store, and distribute key learnings for the **U.S.** exploration of space.